

Form PTO-1449

U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICE

ATTY. DOCKET NO.
37770

SERIAL NO.
09/400,320

INFORMATION DISCLOSURE CITATION

APPLICANT
John C. Mears et al.

FILING DATE
September 21, 1999

GROUP

2742 2642

U.S. PATENT DOCUMENTS

[illegible]

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MAR 1 6 2001

Technology Center 2600

FOREIGN PATENT DOCUMENTS

[illegible]

OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, Etc.)

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Benay Q. Tran 9/24/02

Form PTO-1449		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 37770		SERIAL NO. 09/400,320							
INFORMATION DISCLOSURE CITATION (Use several sheets if necessary)				APPLICANT John C. Mears et al.		OIPE MAR 06 2001 PATENT & TRADEMARK OFFICE							
				FILING DATE September 21, 1999									
U.S. PATENT DOCUMENTS													
EXAMINER INITIAL		DOCUMENT NUMBER						DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
WLB		6	0	9	4	6	7	3	7/2000	Dilip et al.			RECEIVED MAR 07 2001 Technology Center 2600
WLB		5	9	9	1	3	9	4	11/99	Dezonno et al.			
WLB		5	7	4	0	2	4	0	4/98	Jolissaint			
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		DOCUMENT NUMBER						DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	
WLB		9	7	1	2	4	4	8	4/97	WO			
WLB		2	1	7	8	7	0	5	3/97	Canada			
OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, Etc.)													
WLB	1	Carl R. Strathmeyer, "Call Control in a Digital Multimedia Network", Computer-Telephone Division Dialogic Corporation, pp. 1-5, 1996.											
WLB	2	Al Baker, "Looking Ahead: Media Blending", Siemens Business Communication System, Inc. 3 pages, published prior to September 21, 1999.											
WLB	3	"An Introduction to Computer Telephony", Dialogic Corporation, pp. 1-10, January 1997.											
WLB	4	Kerry W. Hassler et al., "Revolutionizing Definity Call Centers in the 1990s", AT&T Technical Journal, pp. 64-75, July/August 1995.											
WLB	5	"EMMS Electronic Mail & Messaging System", Vol. 22, No. 18, pp. 1-4, October 2, 1998.											
WLB	6	"Microlog's Uni-Que Agent", Computer Telephony the Magazine for Computer and Telephony Integration, a Miller Freeman Publication, cover page and page 78, December 1998.											
WLB	7	Betty Yuan, "Building an All Media Call Center", Teleconnect, Special Section: Small Call Centers, Vol. 17, No. 7, 3 pages, July 1999.											
WLB	8	Eric Anrum, "Unified Messaging: It's All Just Email", Business Communications Review, pp. 37-40, Nov. 1998.											
WLB	9	Andrew Singleton, "Cash on the Wirehead", 9 pages, June 1995.											
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INFORMATION DISCLOSURE CITATION (Use several sheets if necessary)				APPLICANT John C. Mears et al.		<div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;"> OIPE MAR 06 2001 RECEIVED JCS1 PATENT & TRADEMARK OFFICE Technology Center 2800 </div>	
				FILING DATE September 21, 1999			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	
		5 9 0 7 5 4 7	5/99	Foladare et al.			
		5 8 8 4 0 3 2	3/99	Bateman et al.			
		5 5 4 6 4 5 2	8/96	Andrews et al.			
		5 5 2 6 4 1 7	6/96	Dezonno			
		5 4 0 0 3 2 7	3/95	Dezonno			
		5 8 7 0 4 6 4	2/99	Brewster et al.			
		5 9 2 3 8 8 5	7/99	Johnson et al.			
		5 1 6 4 9 8 1	11/92	Mitchell et al.			
		5 5 4 6 4 5 5	8/96	Joyce et al.			
		5 0 0 8 9 3 0	4/ 91	Gawrys et al.			
		5 1 8 5 7 8 2	2/93	Srinivasan			
		5 7 4 2 6 7 5	4/98	Kilander et al.			
		5 2 0 6 9 0 3	4/93	Kohler et al.			
		5 4 7 9 4 8 7	12/95	Hammond			
			5 7 9 6 7 9 1	8/98	Polcyn		
		5 8 4 4 9 8 2	12/98	Knitl			
		5 4 4 4 7 7 4	8/95	Friedes			
		5 5 9 2 5 4 3	1/97	Smith et al.			
		5 7 0 3 9 4 3	12/97	Otto			
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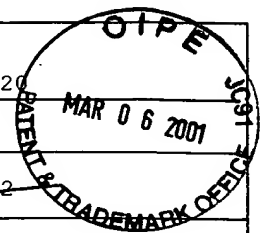
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INFORMATION DISCLOSURE CITATION (Use several sheets if necessary)				APPLICANT John C. Mears et al.		GROUP 2642 2742	
				FILING DATE September 21, 1999			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE APPROPRIATE
<i>WLB</i>		5 8 4 8 1 4 3	12/98	Andrews et al.			RECEIVED MAR 06 2001 PATENT & TRADEMARK OFFICE Technology Center 2600
		5 6 1 9 5 5 7	4/97	Van Berkum			
		5 8 3 1 6 6 5	11/98	Dezonno			
		5 9 6 3 6 3 5	10/99	Szlam et al.			
		5 3 8 4 7 7 1	1/95	Isidoro et al.			
		5 5 0 0 8 9 1	3/96	Harrington et al.			
		5 5 5 7 6 6 8	9/96	Brady			
		5 8 2 5 8 6 9	10/98	Brooks et al.			
		5 6 6 8 8 6 2	9/97	Bannister et al.			
		5 5 4 8 6 3 6	8/96	Bannister et al.			
		5 5 7 2 5 8 1	11/96	Sattar et al.			
		5 5 3 5 3 2 3	7/96	Miller et al.			
		5 5 1 1 1 1 7	4/96	Zazzera			
		5 8 0 2 1 6 3	9/98	Miloslavsky			
	<i>WLB</i>		4 7 8 9 9 6 2	12/88	Berry et al.		
		5 5 8 6 1 7 8	12/96	Koenig et al.			
		5 6 3 3 9 2 3	5/97	Kovarik			
	5 6 3 3 9 2 4	5/97	Kaish et al.				
	5 6 5 2 7 9 1	7/97	Sunderman et al.				
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APPLICANT
John C. Mears et al.FILING DATE
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2642-2742

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IC APPROXIMATE
WLB	5 6 7 8 0 0 2	10/97	Fawcett et al.			
	5 7 4 2 6 7 5	4/98	Kilander et al.			
	5 5 4 4 2 3 2	8/96	Baker et al.			
	5 3 2 7 4 9 0	7/94	Cave			
	5 2 4 7 5 6 9	9/93	Cave			
	5 7 2 4 4 2 0	3/98	Torgrim			
	5 7 2 4 4 1 9	3/98	Harbuziuk et al.			
	5 5 3 5 2 7 0	7/96	Doremus et al.			
	4 8 8 1 2 6 1	11/89	Oliphant et al.			
	5 5 8 6 1 7 9	12/96	Stent et al.			
	4 7 8 8 6 8 2	11/88	Vij et al.			
	5 3 0 9 5 1 3	5/94	Rose			
	5 3 8 4 8 4 1	1/95	Adams et al.			
	5 5 4 6 4 5 6	8/96	Vilsoet et al.			
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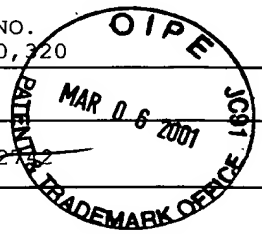
DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, Etc.)

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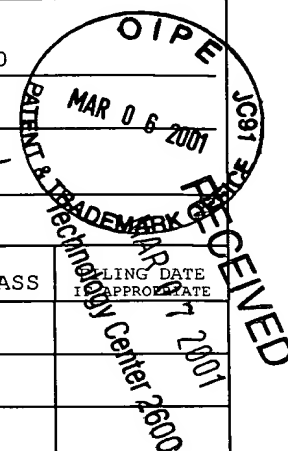
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2018		5 5 6 3 8 0 5	10/96	Arbuckle et al.			RECEIVED Technology Center/2600 MAR 07 2001
		5 5 8 6 2 1 8	12/96	Allen			
		5 6 5 7 3 8 3	8/97	Gerber et al.			
		5 6 7 8 0 0 2	10/97	Fawcett et al.			
		5 5 5 0 9 0 5	8/96	Silverman			
		5 8 1 2 7 8 1	9/98	Fahlman et al.			
		5 8 0 2 5 2 6	9/98	Fawcett et al.			
		4 9 6 9 1 8 5	11/90	Dorst et al.			
		5 4 2 8 6 0 8	6/95	Freeman et al.			
		5 6 9 9 4 3 1	12/97	Van Oorschot et al.			
		5 7 1 2 9 0 2	1/98	Florence et al.			
		5 3 9 2 3 2 9	2/95	Adams et al.			
		5 5 5 5 2 9 7	9/96	Ochy P. et al.			
		3 4 4 5 2 1	2/94	Dezonno et al.			
		5 0 2 9 2 0 0	7/91	Haas et al.			
↓ 2018		5 8 3 2 0 7 0	11/98	Bloom et al.			
		4 8 0 9 2 7 2	2/89	Torggrim et al.			
		5 5 7 0 4 1 9	10/96	Cave et al.			
		5 6 1 9 5 0 8	4/97	Davis et al.			
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JLB	5 5 9 4 7 9 0	1/97	Curreri et al.			
	5 6 4 0 5 7 7	6/97	Scharmer			
	5 1 8 1 2 3 6	1/93	LaVallee et al.			
	5 8 2 6 2 5 0	10/98	Trefler			
	4 7 5 2 8 8 9	6/88	Rappaport et al.			
	5 7 0 1 3 9 9	12/97	Lee et al.			
	5 5 8 1 6 6 4	12/96	Allen et al.			
	4 8 3 7 7 9 8	6/89	Cohen et al.			
	5 3 3 3 2 6 6	7/94	Boaz et al.			
	5 4 4 8 6 2 6	9/95	Kajiya et al.			
JLB	5 7 1 5 4 5 0	2/98	Ambrose et al.			
	5 5 7 7 1 1 2	11/96	Cambray et al.			
	5 4 9 5 5 2 3	2/96	Stent et al.			

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